

May 30, 2007

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

United Way 2-1-1, Monroe, Louisiana, hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way 2-1-1 is limiting its comments to the status of 2-1-1 service in Louisiana.

United Way 2-1-1 employs a total of 15 people including part time and full time. Since July, 2002, United Way 2-1-1 has provided 2-1-1 service to 12 parishes in Northeast Louisiana; 3 additional parishes were added July, 2004, for a total of 15 parishes currently being served. The service area reaches a population of 393,654. The database of service providers used for making referrals has listings for 993 agencies and programs. In 2006 our 2-1-1 call center received 94,563 calls.

The most common reasons clients call United Way 2-1-1 are for food assistance, utility assistance and general information about services such as telephone numbers or hours of operation. In October 2006, when hundreds of persons in adjacent northeast Louisiana parishes had flood waters in their homes in the middle of the night, United Way 2-1-1 functioned as a data gathering point for persons to call and report what had occurred, and receive information on where services could be found immediately.

United Way 2-1-1 has worked closely with community partners, including the Salvation Army and the American Red Cross, and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Carolyn Brooks

United Way of Northeast Louisiana

2-1-1 Director